Use Case

CalvertHealth

Ensuring Patient Care Continues During an EHR or Network Downtime

Client

CalvertHealth

Prince Frederick, MD

Challenge

Over 90% of hospitals have an EHR technology in place today. The advantages and efficiencies created by relying on electronic data exchange are numerous, and while Healthcare IT has grown leaps and bounds over the past decade, it still has its flaws. The largest being in the event of Network downtime and/or EMR system outages. Any type of downtime often leads to inaccessible key patient data, and can last for hours, days, or even weeks.

HIPAA guidelines also mandate that organizations have an effective downtime solution in place, and key patient data remains available at all times. Results of downtime can also lead to legal and financial problems for the hospital, and jeopardize patient safety. Hospitals need a solution that can keep data available regardless of what happens within the network or the EHR system.

CalvertHealth had a downtime solution in place, but what they had wasn't easy to use, and didn't always work as expected. If the situation ever arose, they had to be sure they had an effective, reliable technology in the event of a planned, or especially unplanned, downtime.

Solution

CalvertHealth was looking for a solution that was easy to use for staff, streamlined, easily accessible, and had the ability to manage multiple reports. Since they already had an existing relationship with and knowledge of Summit Healthcare, they chose Summit Healthcare's downtime solution to address their business continuity needs.

The technology platform is designed as a separate entity from Meditech, their EHR system, and network. All pertinent patient data is stored in various machines strategically located throughout the hospital. This ensures that patient data is available 24/7, and is made easily available to clinical staff members in the event of a downtime.

CalvertHealth assembled a team to compile a list of reports deemed critical in the event of a downtime, and worked with Summit Healthcare staff on automating these reports for distribution to downtime stations.

Results

CalvertHealth now has one streamlined and reliable solution in place. The Summit downtime solution has allowed CalvertHealth to run critical patient reports daily. The reports are encrypted, and are distributed to the assigned workstations throughout the hospital. Each new reports is set to overwrite the previous report run.

The reports are being pushed based on pre-determined times to specific downtime stations throughout the hospital. Staff members are able to access reports specific to their active directory authentications.

There are 10 downtime stations throughout the organization, and 20 reports are being deployed daily. 200+ users have the capability to pull information off of the 10 stations.

About Summit Healthcare

Summit Healthcare is the choice of hospitals who want to take full control of their healthcare system integration, automation, business continuity, patient matching, and data archiving technology. Since 1999, we have worked to provide the industry with the most flexible interoperability and RPA technology with complimentary tailored services and solutions.

> "Having Summit's downtime solution in place really gives us greater peace of mind. With cyber attacks on the rise and other unplanned downtime threats, you can never be too prepared when patient lives are at stake."
>
> - **Melissa Hall,** Director of Information Systems, Deputy CIO, CalvertHealth

Summit Healthcare

Examples of some of the reports being distributed include:

- eMAR - Every 2 hours
- REG - Every 2 hours
- Orders - Every 2 hours
- Diets - Every 2 hours
- Nursing Census - Every 2 hours
- Emergency Department - Every 2 hours
- Master Patient Index - Daily
- Allergy List - Every 12 hours

Contact Us

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